

TANVI ABHYANKAR

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A confident, assertive and diligent professional able to multi-task, work as a part of a team and handle stressful situations. A service oriented professional, able to confidently handle customer enquiries, complaints and provide effective solutions. Comprehend the significance of building customer relationships and communicate effectively to display professionalism while dealing with clients. Demonstrate skills to tackle demanding circumstances by acting as a liaison between the customers and the organization. Display ability to achieve targets in a timely manner.

KEY ACHIEVEMENTS

Leadership: Led a **team of 12 consultants** at Telstra's Hobart (Department of Priority Assistance and Vulnerable customers) Contact Centre. Conducted effective team meetings, training sessions and individual monthly coaching sessions using the GROW coaching technique to review consultant's progress and drive team performance to achieve the key KPI's. Answered employee questions and assisted with any high risk escalation calls. Served as an **Acting Team Leader at Telstra Business** and worked towards driving results in the team through collaborative efforts. Maintained motivation and kept team focused through weekly sales and advocacy reports in order to achieve targets. I had the opportunity to be a part of **Telstra's MBS Mentoring Program** to further grow, learn and develop key leadership skills and aspects. Also, led a team of Finance Professionals during my tenure at SMS Financial Services Pvt Ltd to review the acquisition of India's leading stationary company.

Interpersonal skills: Worked out a strategy to train a group of 40 new recruits. Conducted virtual training for two training groups virtually across Australia over the last 3 months. Secured **Telstra Award in January 2019** for running team R&R's and improving customer conversations with the team. Attained KPI's set in monthly performance review by maintaining rapport with key stakeholders and recommending a broad range of technology solutions that will add value to the client's business

CAREER NARRATIVE

UniSuper

Member Services Consultant

January 2021 – Present

Melbourne, Victoria

- Appointed as a Member Services Consultant at UniSuper to effectively manage superannuation and pension enquiries and conduct maintenance activities by identifying the needs and collect relevant information from existing UniSuper members.
- Providing high quality customer service by answering phone and email enquiries in a courteous and professional manner.
- Adhering to compliance and operational risk obligations at all times.
- Showcased UniSuper's Better Together value by co-facilitating email training.
- Assisted with buddying across inbound and emails channel to enable us as Member Services Consultants help deliver greater retirement outcomes.
- Maintained strong performance by achieving and even exceeding call KPIs.
- Actively participated in sharing knowledge by engaging on our team chat and providing assistance on Member Services Tech Line occasionally.

Telstra

Team Leader

November 2019 – December 2020

Subject Matter Expert (SME- Dedicated Priority Assistance team{DPAT})

May 2019- November 2019

Hobart, Tasmania

- Coaching front line team members to understand how their role can contribute to the T22 strategy and how they can improve the experiences they provide to customers through the use of the Telstra Branded Experience by conducting training sessions, team meetings, and monthly performance reviews.
- Used effective interpersonal skills to interact and train consultants through language and cultural barriers to accomplish company goals and outcomes.
- Developed comprehensive training materials and documents and facilitated related training sessions for both onshore and offshore teams.
- Awarded Telstra Award for August 2019 for providing constant support, mentoring and training consultants with complex Telstra systems, processes and product requirements.
- Assisting with complex customer escalations by reaching out to onshore and offshore product teams and stakeholders.
- Identifying opportunities around process improvement that have impact on the customer and help break down barriers for the team to implement these.
- Worked with management and consultants to ensure performance targets were reached for call taking and order management teams.
- Escalated process improvement opportunities to the continuous improvement deep dive analysis.
- Provide team leaders with agent capability opportunities and areas of focus and assist in implementing coaching feedback.

- Promoted to jobsite team leader based on demonstrated competence and willingness to learn and lead.
- Supervised 8 consultants and helped them grow and achieve their targets by conducting call observations, in the moment feedback and monthly performance reviews.
- Consistently met and exceeded daily team performance goals with attention to detail and provided additional coaching and mentoring to lower performing team member to achieve expected company metrics.
- Prepared efficiency reports once every day in order to monitor daily agent productivity and adherence.

Telstra

Service Consultant
Hobart, Tasmania

February 2018- April 2019

- Maintained constant contact with Telstra's priority assistance and vulnerable customer base by managing their Telstra accounts, recommended service offering and answered their needs.
- Utilise SharePoint and assign NBN migration cases and educate customers around their upcoming site appointments and NBN infrastructure changes, to facilitate migration success.
- Awarded Telstra March 2018 and January 2019 best consultant award for exceeding set targets for first time resolution at 85% and NPS.
- Worked as acting team leader and successfully conducted monthly coaching sessions, leadership and team meetings, and training sessions.
- Assisted consultants on customer escalated phone calls and took complete ownership of high risk customer issues.
- Continued to work as a team champ by sending performance emails allowing the team to track their goals and progress.
- Influenced the team to constantly outperform by creating rewards and recognition programs to influence team's productivity by rolling out games and engaged activities on a weekly basis.
- Assisted Telstra's product's team to map priority assistance business customer journey to understand changes with Telstra's processes and systems.
- Mentored Telstra's retail consultant by answering their customer questions particularly for Telstra's business customers and shared instructions for managing customer enquiries.

Small Business Specialist/Business Sales
Consultant Melbourne, Victoria

December 2016-February 2018

- Committed to have engaging conversations with Telstra's primary stakeholders with an aim to understand the needs of business clients and deliver the right product solutions that will add value to their business.
- Presented and educated business clients on the functioning and benefits of Telstra's ICT solutions including Online Essentials to have a website hosted and managed by Telstra.
- Maintained and reviewed Telstra's business clients accounts in Telstra's elaborate legacy suite.
- Contributed in driving customer advocacy, by regularly demonstrating Telstra's values to show care, deliver on quality and take ownership to resolve customers' enquiries.
- Regularly drafted team's performance reports and maintained communication with the team by sending daily emails and updates.

- Worked as an Acting Team Leader by supporting, inspiring and driving results amongst the team.
- Provisioned transitioning of business clients onto National Broadband Network (NBN) and handled all customer enquiries to achieve first point resolution.
- Dealt with a diverse customer base and professionally handled demanding situations and overcame objections.

Hertz Australia
Customer Service Representative
Melbourne, Victoria

September 2016- December 2016

- Provided world class customer service to Hertz customers by creating a pleasant customer experience by greeting and engaging customers.
- Ensured a positive customer experience by effective management of rental and return process to include qualifying the renter and completing contracts.
- Informed customers regarding optional coverages, upgrades, and fuel options, as well as resolving complaints and satisfying overall experience.
- Followed all company WHS procedures and policies and carried out tasks in line with these procedures.

EcoCare Carbon Solutions

September 2015- June 2016

EcoCare Carbon Solutions is committed to providing sustainable solutions to consumers and businesses across Victoria.

Sales and Customer Service Representative

- Appointed to make customers aware about the Victorian Government's Energy Efficiency Target (VEET) Scheme in their respective residential areas.
- Investigate problems faced by existing customers and resolve their problems by giving them the necessary plan of action in order to reach desired outcome.
- Responsible for making outbound calls to educate customers about the program and the underlying benefits for energy efficient homes.
- Liaised with customers to help them comprehend the qualifications and energy efficiency improvement plans for their home or business.
- Setting appointments with technicians in order to get connected with the services, cutting the time delays.
- Making the management aware of a situation that needs to be investigated by a higher authority in order to resolve an issue pertaining to the customer.

EDUCATION

Master of International Business- Monash University, Caulfield; March 2015 to November 2016

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